



1. Introduction

There may be occasions where a child is left at school and the school is unable to contact parent/carer.

In the event, that a child is not collected, by an Authorised Adult at the end of a session/day, Loughton School will put into practice agreed procedures.

An Authorised Adult is a parent, friend or relative that has been appointed by the child's parent or guardian.

2. Requirements of Parents

Parents of children joining Loughton School, are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names, addresses and telephone numbers of at least two other adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent
- Who has parental responsibility (PR) for the child.
- Information about any person who does not have legal access to the child. (Copies of legal papers will be required)

On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted. This should happen as early in the day as possible.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child (password).

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Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures.

We provide parents with our contact telephone number.

3. Procedure for Uncollected Children

We expect pupils to be picked up promptly at the end of the school day, or at the end of activities or After-School Club, where these have been pre-booked. If this does not occur we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

Parents of children who will be collecting their children more than 15 minutes later than our finishing time are reminded to telephone us if they are going to be delayed.

In the event that their children are not collected from school by an Authorised Adult within one hour after the school has closed and the staff can no longer supervise the child on our premises, we follow the following procedures:

1. Check with the reception/answer phone and/or the After-school club Manager to see if any messages have been received.
2. Call and text the parents and emergency contacts on given contact numbers, if no one is available on these numbers;
3. Contact should be made with the Duty staff member: - During term time, contact to be made with: Head teacher, if not in the building, Deputy Head teacher, or member of the Safeguarding Team, or member of the senior leadership team
4. Child will be taken to the After-School Club whilst contact is attempted, charges will apply.

These procedures ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Under no circumstances will staff go to look for the parent/carer, nor will they take the child home with them.

If the child has still not been collected 1 hour beyond the expected pick up time, and no contact has been established with the parents or emergency contacts, Loughton School is legally required to contact Social Care, to advise that a child in their care has not been collected for advice and guidance with regards next steps.

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Contact should be made with the Social Care Team for the area in which the Child resides.

Social services will aim to find the parent or relative if the members of staff are unable to do so. If the parents or emergency contacts cannot be contacted by Social Care, the child will be admitted into the care of the local authority.

A full written report of the incident is recorded in the child's file.

We are also required to report these incidents to OFSTED.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Late collection from After-School Club will incur a penalty fee of £5 for each period of 15 minutes.